10 The Performance Assessment Report

CCQAS 2.8 provides the capability for online generation, completion, and review of a Performance Assessment Report (PAR) for a privileged provider for every privileging period in every duty assignment. CCQAS will automatically initiate the PAR process to document the provider's performance prior to the renewal of clinical privileges at the same location, or the award of privileges at a PCS location, or following the completion of duty at an ICTB location. The PAR process may also be manually initiated independent of these privileging events for any provider that has an approved electronic application in CCQAS.

Although the exception rather than the rule, the automated PAR may be cancelled by the CC/MSSP/CM and replaced with an offline PAR process that occurs outside the CCQAS application. This process is addressed in Section 10.7.

10.1 Automated Initiation of the PAR Process

CCQAS was designed to initiate the PAR process in support of upcoming privileging actions for a provider. CCQAS will automatically initiate the PAR process under the following circumstances:

- When a Renewal application is created for a provider (Section 9), the automated PAR process will initiate for the current privileging period that is about to expire
- When a PCS transaction is initiated for a provider (Section 8), the automated PAR will initiate for the most recent privileging period at the losing facility
- When a period of ICTB duty ends for a provider (Section 7), and the ICTB duty
 was greater than 3 days in duration, the automated PAR process will initiate for
 the work performed at the ICTB location

When CCQAS generates a Renewal application or a Transfer (PCS) application for a provider, it will also generate a new work list item for the CC/MSSP/CM entitled, "Task = *Setup PAR*" (Exhibit 10.1-1).



Exhibit 10.1-1. CC/MSSP/CM Work List Item – Setup PAR

It is the responsibility of the CC/MSSP/CM at the facility or unit that "owns" the provider's credentials record to assign one or more PAR Evaluators to complete the PAR form for the provider's most recent privileging period. CCQAS provides the option to route the completed PAR to one or more PAR Reviewers, who are then requested to review the completed PAR and provide their concurrence or non-concurrence with its content. The inclusion of PAR Reviewers in the PAR process is not required by CCQAS, but should be performed according to Service policy.

The "Setup PAR" task that is generated for ICTB duty will be sent to the CC/MSSP/CM at the ICTB location. CC/MSSP/CM at the ICTB location will then be responsible for ensuring that the assessment for the provider's performance while on ICTB is completed.

The completion of a PAR is required by CCQAS in order for the CC/MSSP/CM to route a Renewal application or PCS Application for review and approval. Completion of future privileging actions may also be contingent upon the completion of any ICTB PARs due on a provider who performed temporary duty at one or more MTFs between privileging cycles.

The routing, completion and review of the PAR are discussed in Section 10.3 and 10.4.

10.2 Manual Initiation of the PAR Process

The PAR process may also be manually initiated for any provider as long as he/she has an approved electronic application in CCQAS. A PAR is manually initiated by the CC/MSSP/CM by selecting "Work List" from the "Privileging" main menu, and then clicking on the "My Applications" tab. A list of all applications processed for all providers during the default date range will be returned (Exhibit 10.1-1). A PAR may be manually initiated for any completed application that is listed on the "Applications" screen.

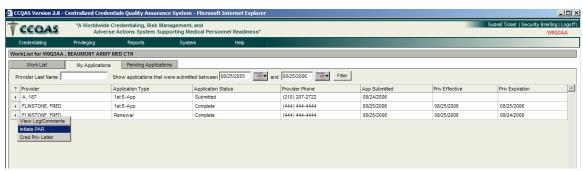


Exhibit 10.2-1. Initiate PAR Menu Item

The CC/MSSP/CM will select "Initiate PAR" from the list of options in the hidden menu for the provider's selected application coinciding with the period on which the PAR is to be based. If the provider has multiple, completed applications in CCQAS, it is important for the CC/MSSP/CM to select the application associated with the privileging period that requires a PAR. This is because the PAR form that is generated by CCQAS will reflect

the awarded privileges associated with the application, from which the PAR was manually initiated.

10.3 The Routing of the PAR

The PAR routing, completion, and review process is the same regardless of whether the "Setup PAR" task was automatically initiated by CCQAS or manually initiated by the CC/MSSP/CM. Once the CC/MSSP/CM opens the "Setup PAR" task, or manually initiates the PAR, the "PAR Routing" screen (Exhibit 10.3-1) is returned.

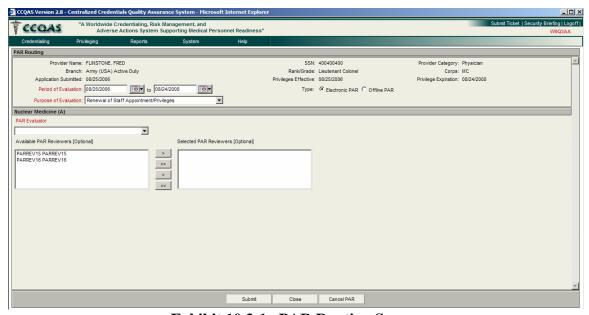


Exhibit 10.3-1. PAR Routing Screen

Important features of the "PAR Routing" screen include:

- The provider's demographic information will be displayed in read-only format on the screen header
- The **Period of Evaluation** should auto-populate, displaying the time period over which the awarded privileges apply. The dates are editable by the CC/MSSP/CM
- The **Purpose of Evaluation** will auto-populate if the Setup PAR task was automatically generated by CCQAS. If the PAR was manually initiated, the CC/MSSP/CM should make the appropriate selection from the pick list
- The names of all individuals who have the PAR Evaluator role assigned to their user account should appear in the PAR Evaluator pick list
- If the provider was privileged in more than one specialty, one PAR Evaluator should be assigned for each specialty in which the provider was privileged during the evaluation period
- The names of all individuals who have the PAR Reviewer role assigned to their user account should appear in the PAR Reviewer box
- Assignment of one or more PAR Reviewers is optional; assignment of PAR reviewers should be according to Service or facility policy

The CC/MSSP/CM may perform one of the following actions on the PAR Routing screen:

- The CC/MSSP/CM may cancel the PAR task by selecting **Cancel PAR**. This will result in the removal of the Setup PAR task from the work list and cancel the PAR completion requirement for the associated application
- The CC/MSSP/CM may populate all required fields on the PAR Routing screen and click **Submit**> to send the electronic PAR to the assigned PAR Evaluator
- If the online PAR process will be replaced by a paper-based PAR process, the radio button for **Offline PAR** should be selected prior to clicking **Submit**. The offline PAR process is discussed in Section 10.7
- The CC/MSSP/CM may close the PAR Routing screen and return to the work list by clicking **<Close>**. The "Setup PAR" task will remain open in the work list

After the CC/MSSP/CM enters all required information in the PAR Routing screen and clicks **Submit**>, each assigned PAR Evaluator will be sent an email notification indicating the presence of a new task in their work list that requires action.

10.4 Completing the PAR – The PAR Evaluator Role

After the CC/MSSP/CM submits the routing for the PAR, each assigned PAR Evaluator will receive a new work list item with "Task = *Complete PAR*" (Exhibit 10.4-1).



Exhibit 10.4-1. PAR Evaluator Work List Task – Complete PAR

When the PAR Evaluator opens the "Complete PAR" task, the "Profile" section of the "Performance Assessment Report" is returned.

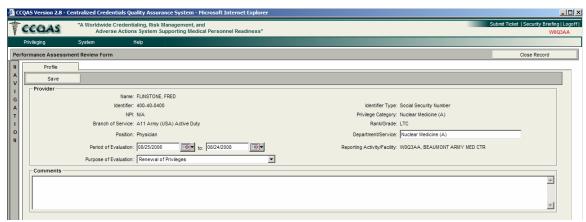


Exhibit 10.4-2. Profile Section of the PAR

The "Profile" section provides demographic information about the provider and the location, time period and provider's privilege category (specialty) that require evaluation. The PAR Evaluator may navigate between different sections of the application by clicking the vertical **Navigation** bar along the left side of the screen, to open up the list of sections.



Exhibit 10.4-3. Navigation Bar of the PAR

Note: All documents that are associated with the privilege application, on which the PAR evaluation period is based, are viewable by selecting "Documents" from the Navigation bar.

The next section of the PAR form is the "Privileges Evaluation" section. In Army facilities, PAR Evaluators should indicate their assessment of the provider's performance for each privilege granted to the provider. If the PAR Evaluator selects "*Unacceptable*" for any of the privilege items, a comment will be required in order to save the information entered on the screen. The PAR Evaluator may also add a comment for any item by clicking on the empty note icon (). Once a comment is added, the empty note icon () will become a filled note icon (). When all items have been evaluated, the PAR Evaluator clicks $\langle Save \rangle$.

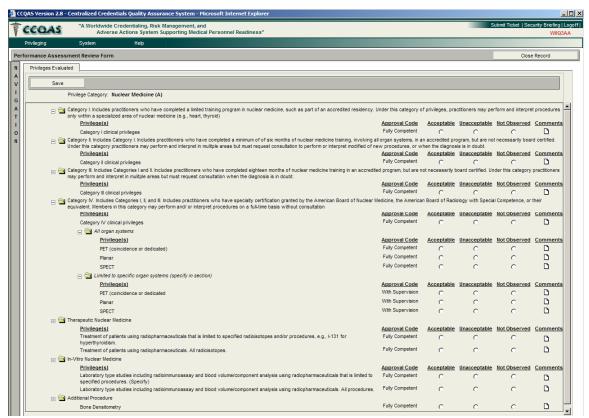


Exhibit 10.4-4. Privileges Evaluated Section for the Army PAR

In Air Force facilities, this section of the PAR presents a read-only listing of the privileges awarded to the provider, and no action on each privilege is required on the part of the PAR Evaluator. The PAR evaluator, however, must render a general assessment of the provider's competency at the end of the PAR form.

In Navy facilities, this section of the PAR has two portions: one for core privileges and another for supplemental privileges. The PAR evaluator will make a general assessment for the core, but each supplemental privilege will require the same action as the Army assessment of each privilege.

The next section of the PAR form is the "Quality Management Measures" section.



Exhibit 10.4-5. Quality Management Measures Section of the PAR

To add a measure, the PAR Evaluator will click <*Add*>. A screen will be returned with a pick list of different types of measures to select (Exhibit 10.4-6). For each type of measure selected, different data fields will be enabled to collect the appropriate information for the measure.

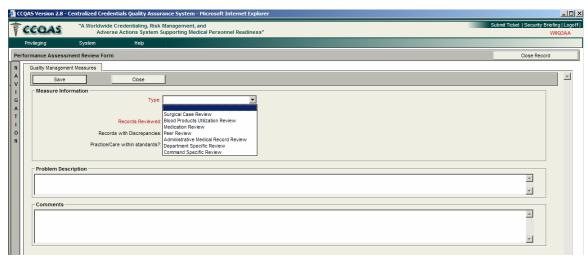


Exhibit 10.4-6. Types of Quality Management Measures

In general, a comment in the **Comments** section of the screen is required, if "**Practice/Care within standards?** = No" is entered for any of the documented measures.

As each measure is assessed, the PAR Evaluator will select **Save**. Multiple measures, as many as are appropriate to clearly paint as complete a picture as possible of the provider's performance, may be assessed and entered in the "Quality Management Measures" section of the PAR.

The "Quality Management Measures" and "Practice Volume" metrics (described below) will differ, depending upon the provider category. Physicians, allied health providers, and nurse practitioners have a different set of measures than those for dentists; preventive medicine physicians, and dental hygienists have their own unique sets of measures.

The next section of the PAR form is the "Facility Wide Measures" section (Exhibit 10.4-7). The information entered into this section of the PAR will depend on the measures being monitored over the period of evaluation or the standard measures used by the Service or facility for performing PARs.

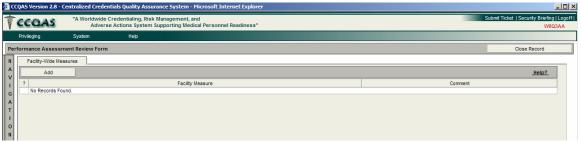


Exhibit 10.4-7. Facility-Wide Measures Section of the PAR

To add a measure, the PAR Evaluator will click **Add**>. A screen will be returned with a pick list of different types of measures to select (Exhibit 10.4-8). For each type of measure selected, different data fields will be enabled to collect the appropriate information for the measure.

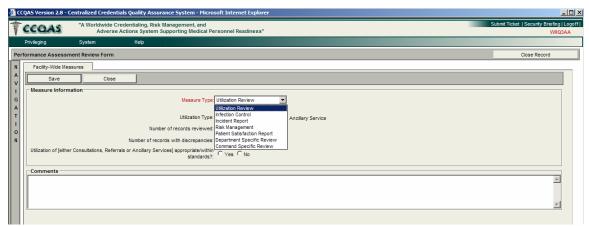


Exhibit 10.4-8. Types of Facility-Wide Measures

As each measure is assessed, the PAR Evaluator will select **Save**. Multiple measures, as many as are appropriate to clearly paint as complete a picture as possible of the provider's performance, may be assessed and entered in the "Facility Wide Measures" section of the PAR.

The next section of the PAR form is the "Practice Volume" section.

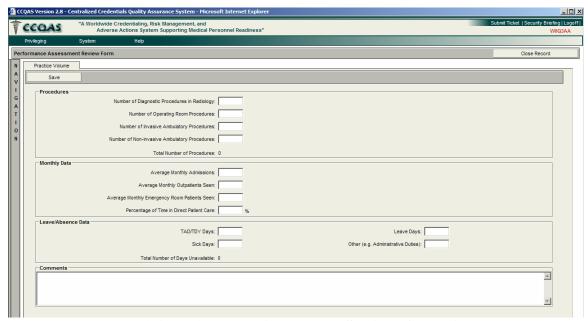


Exhibit 10.4-9. Practice Volume Section of the PAR

CCQAS will automatically sum the **Total Number of Procedures** and the **Total Number of Days Unavailable** as the PAR Evaluator enters data for the individual metrics.

As already mentioned above, "Practice Volume" metrics will differ depending on provider category. Physicians, allied health providers, and nurse practitioners have a different set of measures from those for dentists, while preventive medicine physicians and dental hygienists have their own unique sets of measures.

The next section of the PAR is the "Professional Development" section (Exhibit 10.4-10). This section is pre-populated using data from the Continuing Education section of the provider's credentials record. The sum of credits accrued in each credit category is displayed for the PAR evaluation period and over the past three years. A summary of the associated continuing education courses is listed on the bottom half of the screen.

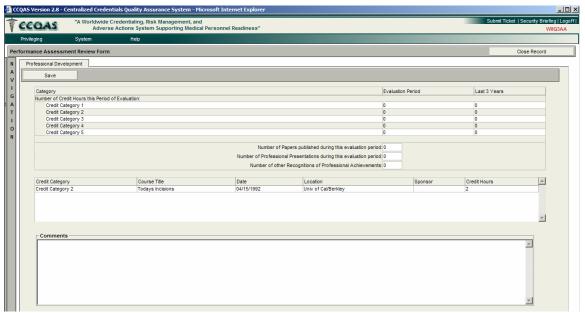


Exhibit 10.4-10. Professional Development Section of the PAR

The PAR Evaluator should enter the number of papers published, presentations given, etc., in the center of the screen, and any pertinent supporting comments, and click <**Save**>.

The next section of the PAR form is the "Clinical/Technical Performance Questions" section.

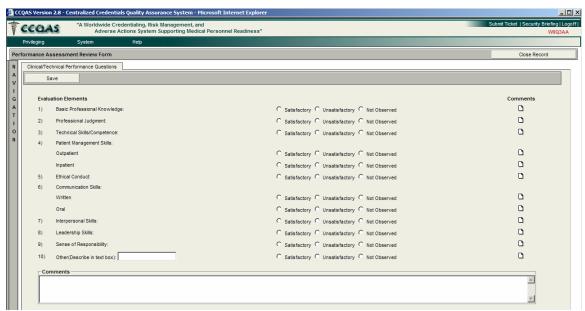


Exhibit 10.4-11. Clinical/Technical Performance Questions Section of the PAR

If the PAR Evaluator selects *Unsatisfactory* to any of the questions, a comment will be required in order to save the information entered on the screen. The PAR Evaluator may also add a comment for any item by clicking on the empty note icon (\square). Once a

comment is added, the empty note icon will become a filled note icon (**E**). When all items have been evaluated, the PAR Evaluator clicks **Save**>.

The next section of the PAR form is the "Personal Evaluation Questions" section.

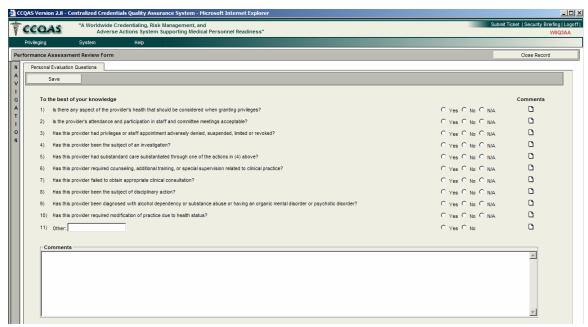


Exhibit 10.4-12. Personal Evaluation Questions Section of the PAR

If the PAR Evaluator selects "No" in answer to question #2, and "Yes" in answer to the other questions, a comment will be required in order to save the information entered on the screen. The PAR Evaluator may also add a comment for any response by clicking on the empty note icon (1). Once a comment is added, the empty note icon will become a filled note icon (1). When all questions have been answered, the PAR Evaluator clicks <Save>.

At any time during the completion of the PAR, the PAR Evaluator may review all information entered into the PAR form. The PAR form may be viewed by selecting "PAR Summary" from the Navigation bar. When this option is selected, CCQAS will return a read-only version of the PAR form (Exhibit 10.4-13) containing all information that was entered to date by the PAR Evaluator.

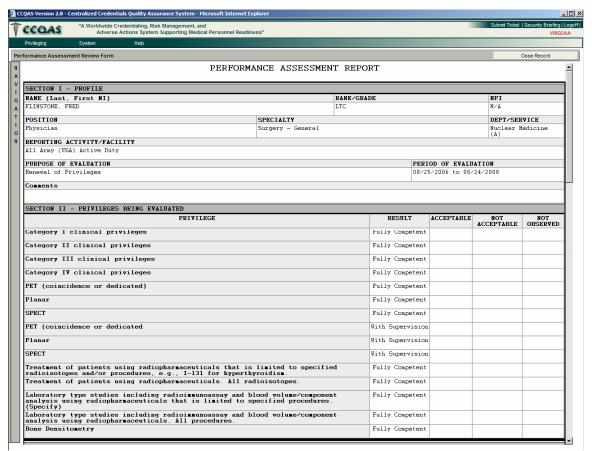


Exhibit 10.4-13. PAR Summary Form

The same form may be generated as a read-only PDF file by selecting "PAR Summary (PDF)". The .PDF file may be printed or electronically downloaded to the user's computer hard drive or some other memory device.

The PAR Evaluator will click the "E-Signature" section of the PAR to open up the esignature tab after all other sections have been completed and reviewed. The PAR Evaluator will then enter an overall assessment of the provider's performance, add any supporting comments, and then click **Submit**> to complete the PAR task.

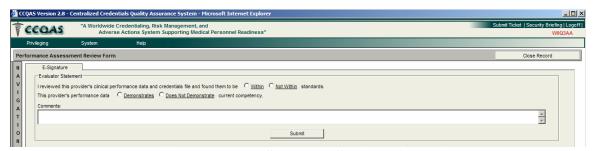


Exhibit 10.4-14. E-Signature Section of the PAR

A confirmation screen (Exhibit 10.4-15) will be returned, asking the PAR Evaluator to ensure that all sections of the PAR have been reviewed.



Exhibit 10.4-15. E-Signature Confirmation Screen

When the PAR Evaluator clicks **<OK>**, the screen is refreshed to display the work list. The *Complete PAR* task is now closed. Upon completion of the PAR, CCQAS will send email notifications to the PAR Reviewers (if any were assigned) and the provider, indicating the presence of a new task in their work list.

Once the PAR has been submitted, CCQAS will allow the CC/MSSP/CM to proceed with the routing of the Renewal or PCS application for review and approval. Review of the PAR by assigned PAR Reviewers or the provider is not required for the routing of a Renewal or PCS privilege application.

10.5 Reviewing the PAR – The PAR Reviewer Role

After the PAR Evaluator submits the completed PAR, each assigned PAR Reviewer receives a new work list item with "Task = Review PAR".

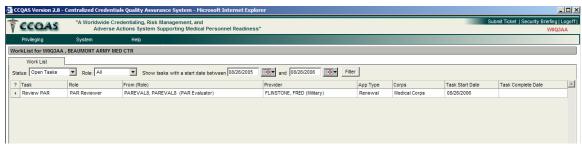


Exhibit 10.5-1. PAR Reviewer Work List Task – Review PAR

When the provider opens the *Review PAR* task, the PAR will be returned, in read-only format. The provider reviews the PAR and then opens the **Navigation** bar and selects the "E-Signature" section.

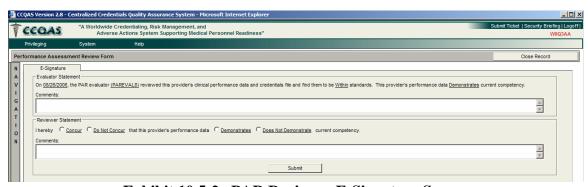


Exhibit 10.5-2. PAR Reviewer E-Signature Screen

On the "E-Signature" screen, the overall evaluation and comments rendered by the PAR Evaluator are presented. The reviewer enters his/her assessment of the PAR and optional comments in a second **Comments** box, and then clicks **Submit**> to enter his/her concurrence or non-concurrence with the PAR.

The reviewer's concurrence with the PAR is not required in order for a Renewal or PCS application to be routed for review and approval.

10.6 Reviewing the PAR – The Provider Role

After the PAR Evaluator submits the completed PAR, the Provider receives a new work list item with "Task = *Review PAR*". The provider and any PAR Reviewer(s) that were assigned by the CC/MSSP/CM during the routing of the PAR, will receive their Review PAR tasks simultaneously.

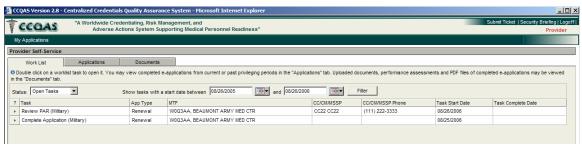


Exhibit 10.6-1. Provider Work List Task – Review PAR

When the provider opens the "*Review PAR*" task, the PAR will be returned, in read-only format. The provider reviews the PAR and then opens the **Navigation** bar and selects the "E-Signature" section.

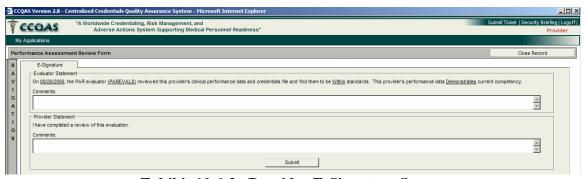


Exhibit 10.6-2. Provider E-Signature Screen

On the E-Signature screen, the overall evaluation and comments rendered by the PAR Evaluator are presented. The provider may enter optional comments in a second **Comments** box, and then click **Submit**> to acknowledge that he/she has reviewed the PAR.

The provider's acknowledgement of the PAR is not required in order for a Renewal or PCS application to be routed for review and approval.

10.7 Bypassing the Automated PAR Process

If it is determined that an offline, paper PAR process should be performed in lieu of the electronic PAR, the CC/MSSP/CM should select the radio button corresponding to "Offline PAR" on the PAR Routing screen and click **Submit**>.

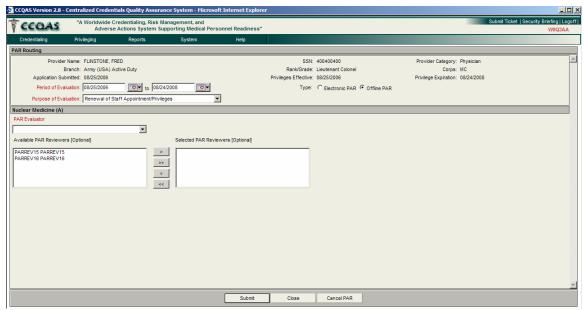


Exhibit 10.7-1. Offline PAR Radio Button

CCQAS will send the PAR Evaluator an email message that he/she has a PAR to accomplish, and a new task, "Task = Complete Offline PAR", will also be added to the evaluator's work list.

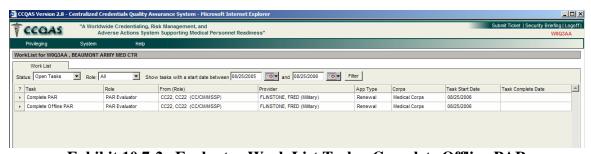


Exhibit 10.7-2. Evaluator Work List Task – Complete Offline PAR

When the PAR Evaluator opens the "Complete Offline PAR" task, the Offline PAR Notification screen is returned.



Exhibit 10.7-3. Offline PAR Notification

The Offline PAR Notification screen includes the information about the provider and PAR duty location and time period for the PAR. The PAR Evaluator can print the information by selecting <**Print**>, close the screen and return to the work list by clicking <**Cancel**>, or acknowledge receipt of the notification by clicking <**Acknowledge PAR Requirement**>. Once the notification is acknowledged, the PAR Evaluator should proceed with completion of the offline PAR.

Electing to perform an offline PAR does not remove the requirement for a PAR to be completed prior to processing a Renewal or Transfer (PCS) application in CCQAS. However, since an "Offline PAR" means a paper report, the CC/MSSP/CM must ensure that before routing a renewal or PCS privilege application, the paper PAR is completed and available to the reviewers by scanning, uploading and associating it with the provider's privilege application.

10.8 Frequently Asked Questions (FAQ)

FAQ: One of my providers PCSd and a PAR was completed by the evaluator. However, the evaluator wants to do another because he feels that the PAR he completed was not accurate. Can he do this even if the provider already completed his PCS application?

Answer: Yes. You can manually initiate a PAR task by selecting the "Work List" menu item from the Privileging module, and then clicking on the "My Applications" tab. From the summary listing, select the appropriate provider and his last approved or completed application. Click on the hidden menu and select "Initiate PAR". You may have to select a reason for the PAR from the pick list, and change the dates for the "Period of Evaluation". You can then set up the PAR routing to include the evaluator who wishes to accomplish this PAR. When he completes the PAR, it will become part of the provider's record and will be available to reviewers and the PA at the provider's gaining facility.